



Heather Shirley Smith
Deputy General Counsel

Duke Energy
40 W. Broad Street
Suite 690
Greenville, SC 29601

o: 864.370.5045
f: 864.370.5183

heather.smith@duke-energy.com

July 12, 2019

The Honorable Jocelyn G. Boyd
Chief Clerk/Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

**RE: Duke Energy Carolinas, LLC's Request for Approval of AMI Opt-Out Rider
Docket No. 2016-354-E
and
Duke Energy Progress, LLC's Request for Approval of Revised Meter Related
Optional Programs Rider MROP
Docket No. 2018-262-E**

Dear Mrs. Boyd:

On May 24, 2019, Duke Energy Carolinas, LLC ("DEC") and Duke Energy Progress, LLC ("DEP") (collectively, the "Companies") filed a request to modify their smart meter opt-out programs based on Commission questions regarding the availability of a medical opt-out provision for South Carolina customers. In its Order No. 2019-429 dated June 12, 2019, the Commission approved the Companies' request and ordered the Companies to provide communication plans for making medical opt-out known to interested parties.

In response to the Commission's Directive Order the Companies provide the following additional information:

1. The Companies will update their websites notifying all customers that medical opt-out and payment installments for the Initial Set-up Fee will be available effective December 1, 2019, once the Companies complete the necessary IT changes.
2. Customers in areas where deployment is still underway will receive a post card notifying them that they will be receiving a smart meter and providing a number to call with questions or concerns about the meter. Customers who call and state they do not wish to have a smart meter due to medical concerns will be advised of the medical opt-out option and will continue to be served by their current metering solution until the medical opt-out option is available. Once the medical opt-out option is available, the Companies will send letters to these customers asking them to enroll in medical opt-out within sixty (60) days or have a smart meter set.

The Honorable Jocelyn G. Boyd

July 12, 2019

Page 2

3. If a customer who has already received a smart meter notifies the Companies they wish to opt-out for medical reasons, the customer will be notified the medical opt-out program will be available on December 1. The customer can choose to continue to be served by the current metering solution or enroll in the current opt-out program until the medical opt-out option is available. The Companies will maintain a list of customers who have requested medical opt out and will proactively reach out to them once the program becomes available.

We hope that the information included above resolves the questions raised in the Directive to the Commission's satisfaction.

Sincerely,



Heather Shirley Smith